# RFID Troubleshooting and Setup

Mike Nichols - 2023-06-02 - AssetCloud Getting Started

## Only AssetCloud supports RFID today

## Did we supply the tags? If not:

- Do the tags have barcodes? If not, you probably can't help them.
- Ask if they are hex or ASCII. If they don't know, they need to find out.
    - Make sure the Scan Parsing routine is set to properly decode the tags.
- If they are mounted on metal, are they metal-mount tags? If not, they need to get new tags.

## Do they have RFID enabled?

- In the browser, under Mobility, do they have the RFID Configuration option? If not, RFID is not enabled in their tenant.

## On the mobile device:

- Do they have an integrated or attached UHF RFID reader? The internal RFID reader used for pairing will not work. It is a different technology.
- If the RFID icon does not turn amber:
    - In AssetCloud, under Settings, make sure they selected the proper reader?
    - You may need to reboot the mobile device.

## Setup:

1. Start the AssetCloud app.
2. On the desktop, under Mobility, select Scan Parsing Configuration.
    - Replace the information there with the information in Scan Parsing for Hex RFID or Scan Parsing for ASCII RFID whichever is appropriate.
3. On the desktop, make sure that assets have been created using the IDs in the RFID tags. Note their location.
4. On the desktop, in Settings, under Mobile, make sure that Scan Parsing is enabled.
5. On the mobile device, start the AssetCloud app and log in using the same credentials as the desktop.
6. On the mobile AssetCloud app, Select Settings.
    - Press Download.
    - Under RFID Rule, select appropriate RFID Rule.
7. On the mobile AssetCloud app, select Audit.
    - Select a site that has RFID tagged assets.
    - Select a location that has RFID tagged assets.
    - Set the date.
    - Select FIND ASSETS at the bottom of the screen.
        - Select the Asset Tag field at the top of the screen.
        - In the middle of the screen, select the scanner icon. This will turn amber after a few seconds.
        - To the left of that icon, touch the dot twice to change 3dB to 30dB.
        - Pull and hold the trigger on the reader as you walk around the location. A tag count should show up.
        - Once you release the trigger, all of the assets found will be checked.
        - Pull the trigger as many times as you need to check all of the boxes.